



SEWER CLEANOUT INFORMATION

City of Santa Clara

Monday thru Friday (408) 615-2000
Emergencies Weekends/Holidays (408) 615-5640

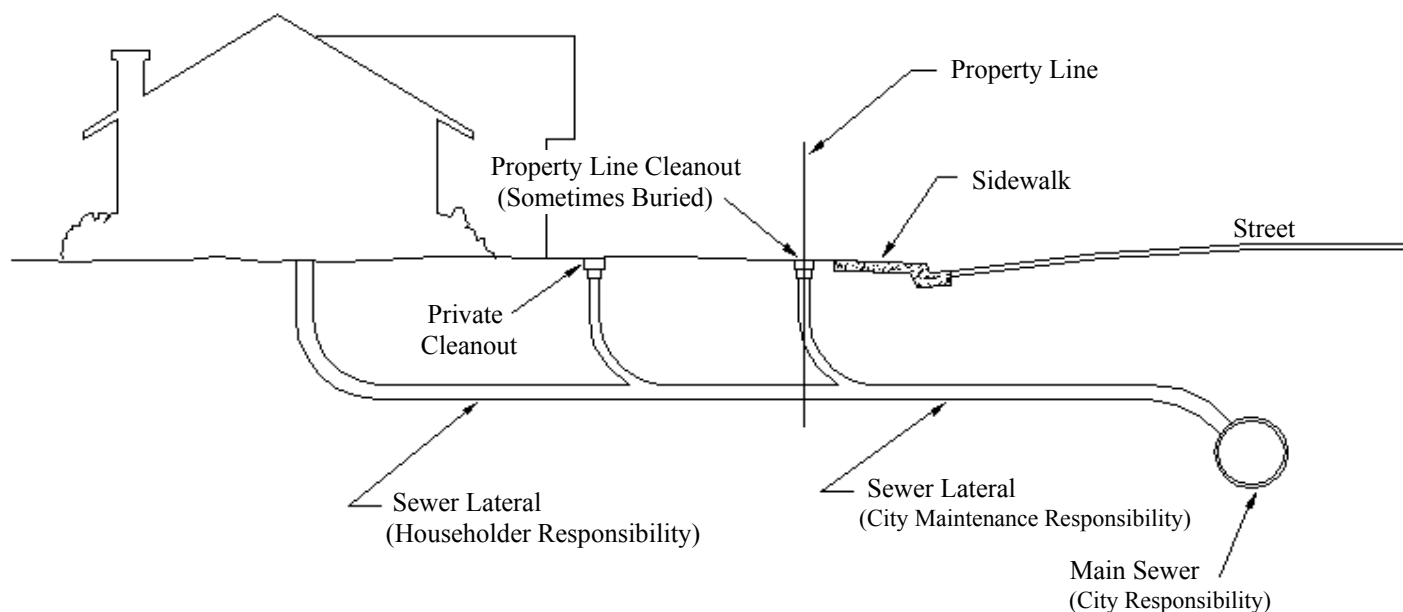
Water & Sewer Utilities
1500 Warburton Ave.
Santa Clara, CA 95050

HAVE A SEWER PROBLEM? GIVE US A CALL

If the sanitary sewer line to your home does not seem to be working properly, the City Water & Sewer Utilities should be notified. During regular working hours our telephone number is 615-2000, and after 5 p.m. or on weekends it is (408) 615-5640.

ON RESPONDING TO A SERVICE CALL, OUR SEWER CREW WILL:

1. Check to make certain that the main sewer line in the street is operating properly. This line is not usually the cause of most problems, but if it is, our crews can quickly remove any obstruction.
2. If the main sewer line in the street is not causing the trouble, the sewer crew will use the Property Line cleanout to check the sewer lateral, from the property line to the main in the street. If the problem is caused by some obstruction in this lateral, City crews will remove the obstacle or repair the line, as required.
3. If the lateral and the main sewer are both operating properly, the householder will be notified that the problem lies within his private property and that a plumbing contractor or private sewer service company should be called as City crews can not work on the householder's portion of the sewer line.
4. The City is NOT able to reimburse fees incurred by the householder who hires a private sewer service or plumber first and then discovers the trouble to be caused by a stoppage on the City's side of the line. It is recommended that you call the City first.



NOTE: A City access point to the sewer service lateral, called a "cleanout" is located at the property line. Builders on all homes built since the 1960's have installed these cleanouts. Many older homes may also have a cleanout. There are some older homes where the access point or cleanout does not exist. In these instances, it is necessary to install a cleanout in order to check or clear the lateral. There is a fee for this installation, which the householder is required to pay. Call (408) 615-2000 for more information.